Group Telephone System

User's Manual

Plsease read this manual before using

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CS/CS+424/432 Complementary User Manual

Warning：

This is CS/CS+424/432complementary user manual, if the following instructions are in conflict with the original user manual, please refer to this user manual.

The extension board and switch power board of CS+424/432 are different with CS424/432, so can not exchange it.

The caller ID board of CS424/432is different with CS208/308/416, so can not exchange it.

In default setting, CS+424/432 have following different points with CS series user manual:

1. **All the extensions service grade is 1;**

2. **Call forwarding setting will be reserved when power failure.**

1 System programming

1.1 Flash time setting

Format: 0 0 L #

L=1 ---------0.8s L=2 ---------1.0s L=3 ---------1.2s L=4 ---------1.5s L=5 ---------1.8s

Explanation: L means the flash time grade.

Description: For active the hold and divert operating use.

In default setting: L=2 (1.0s)

Example: Set the flash time to 1.2S,then in programming status input 003#, hear du is ok.

1.2 C.O. lines working assignment

Format: 0 6 2 0 # Set the C.O. lines are in the status of circulating (averagely) working

0 6 2 1 # Set the C.O. lines are in the status of sequence working, it means the system always choose the trunk line of lower number if available. (line1 is the lowest number)

Description: Using circulating (averagely) working status can avoid to use some one C.O. line always. If some special condition, can use sequence working status.

1.3 C.O. line incoming ringing delay

Format: 0 6 3 0 # No delay, extensions will ring at the same time as C.O. lines.

0 6 3 1 # Extensions will delay one cycle to ring.

Description: this is the setting of caller ID, usually please use the default setting, that is no delay; if some special condition, can use the delay ringing.

1. 4 Setting Operating mode

NOTE: All the C.O. lines are in operator mode is the default setting, the operator ringing extension is 601 and 602.

1.4.1 Setting Auto-attendant Mode (OGM) for C.O. Lines

Format: 1 0 #:

Description: allows all the C.O. lines in Auto-attendant Mode (DISA --Direct Inward System Access status). In this mode, Caller will hear the OGM recorded message, while all extensions are in MUTE mode

Format: 1 0 M #

Explanation: M: C.O. line No.1-No.4

Description: allows the No. M C.O. lines in Auto-attendant Mode(DISA --Direct Inward System Access status).

☞ 1. If the caller doesn't know the extension number, he can inquiry the operator by dialing "0".

2. Outgoing Message must be record when setting this mode.

1.4.2 OGM busy Process in Auto-attendant Mode

Format: 1 5 4 0#

Description: when external call in and the OGM is busy, then system is waiting, this is default setting.

Format: 1 5 4 1#

Description: When multiple external lines calling in, because auto-attendant just one or two lines, some one external line calling just can be waiting, the system can be set to ring the operator mode ringing extension(refer3.8.2&3.8.3) and will not lose any calling.

1.4.3 Setting Operator Mode for C.O. line

Format: 11# allows all the C.O. lines in Operator mode, **this is default setting.**

11M# allows the No. M C.O. lines in Operator mode.

Description: When the C.O. line is in operator mode, the Operator mode ringing extension will be ringing when calling in, the caller can hear the ringing tone.

NOTE: Operator mode or auto-attendant mode, certain C.O. line just can be in one status, but if set the certain C.O. line into auto-attendant mode, the operator mode will be canceled automatically.

1.4.4 CRBT (Directly ringing while play OGM Process in Auto-attendant Mode)

NOTE: 1、This is a new mode; allow you to call in form outside and hear OGM while the system directly to ringing the Assignment extensions without dialing any extension numbers.

2、You should set the C.O. line in Auto-attendant mode first.

3、In the mode we suggest you record the OGM into one paragraph.

Format: 1 67 # **this is default setting**

Description: disable directly ringing extensions while playing OGM in auto-attendant mode.

Format: 1 6 7 0 #

Description: enable directly ringing extensions while playing OGM in auto-attendant mode, and the ringing extensions is the first& the second operators

Format: 1 6 7 6 #

Description: enable directly ringing extensions while playing OGM in auto-attendant mode, The system will call the operator mode Ringing Extensions .

1.5 OGM Recording/Monitoring

This system with one line auto-attendant and three paragraphs 50 seconds.

1.5.1 OGM Recording (three paragraphs mode)

Format: 1 2 M #

Explanation: M=1,2,3 the paragraph of the OGM

Description: Used to record an outgoing message for Direct Inward System Access(DISA).

OGM 1 recording (20 seconds), this is the first OGM, usually it is for company greeting, for example, you may record ”This is ABC company, Please dial extension number or dial “0” for operator. Thanks you for calling.”

OGM 2 recording (15 seconds), this is the second OGM, usually it is for C.O. line dial extension and this extension is busy, if you want to transfer this calling to other extension, you may record “Sorry! This extension is busy. Please dial other extension number or dial “0” for operator.”

OGM 3 recording (15 seconds), this is the third OGM, usually it is for C.O. line dial extension and this extension no answer, you may record “Sorry! This extension do not answer, Please dial other extension number or dial “0” for operator.”

Example: Recording the first paragraph of the OGM, then in programming status you can input 121#, after hear “du”, you can speak in telephone and will be recorded into OGM.

1. The recording time is limited, “du” is heard to start recording and another “du” to end recording;
2. The new message will overwrite the old one;
3. Please use high quality telephone to ensure high quality of recording;
4. If the caller dials a number before the system finishes playing the message, the system will terminate playing the message, waiting for the caller to complete dialing;
5. The caller will be connected to Operator if he/she dial 0 first for inquiry;

1.5.2 Monitoring the recorded OGM （three paragraphs mode）

Format: 13 M # （ M=1,2,3） (the paragraph of the OGM)

Description: Confirms the recorded message in the OGM recording program, you can check if the recording is satisfied or not, if not, you can record again.

1.5.3 One paragraph OGM Mode （one paragraph mode）

Format:: 1 2 0 0 #

Description: to record one paragraph OGM(50s total)

Format:: 1 3 0 0 #

Description: to play and minitor one paragraph OGM(50s total)

☞ : 1. After performed above two commands(1200# or 1300#), system will change to one paragraph OGM mode automatically.

2. After performed 12M#、13M# two commands, system will change to three paragraphs OGM mode automatically.

3. The OGM mode will be kept after power off.

1.6 Call forwarding setting reserved when power failure

Format: 1 7 0 # The Call forwarding settings will lose when power failure.

This is the default setting.

1 7 1 # The call forwarding settings will be reserved when power failure.

1.7 Call forwarding setting prompt tone

Format: 1 7 2 # Do not send special prompt tone, just send normal dial tone,

This is the default setting.

1 7 3 # Send special prompt tone.

Description: when the extension set the function of absent or no answer, system can set this extension enter internal state if it will send normal dial tone or send special prompt tone “du, du, du”.

1.8 Ringing mode when all the ringing extensions are busy

Format: 1 8 8 0 #

Description: While the C.O. line come in, and all the ringing extensions assigned to C.O. line is busy , the system will send waiting call beep to the ringing extensions for every five seconds, these extensions is assigned to the C.O. line.

Format: 1 8 8 1 #

Description: While the C.O. line come in, and all the ringing extensions assigned to C.O. line is busy, instead of sending the waiting call beep, the system will find the first idle extension begin from Ext. 601 to Ext. 632 in sequence then ringing it, **this is default setting.**

☞ These setting will take effect only when the system in operator mode

1.9 Fast dial operator

Format: 1 8 8 2 # Enable system fast dial operator (dial 0 to operator),

This is the default setting.

1 8 8 3 # Disable system fast dial operator

1.10 Ringing/Transfer/Reservation time

1.10.1 Internal Call Ringing Time

Format: 4 9 4 TT#

Explanation: TT: seconds 01-99, 00 means not stop ringing, default setting is 30seconds

Description: When one extension call another extension, and the called extension is not pick up , the system will continue to ring another extension for this setting time and follow by busy tones.

☞This time must be more than the Call forward time and the transfer ringing time.

1.10.2 Operator Dialing/Transfer Ringing Time

Format : 4 9 6 TT#

Explanation: TT=seconds 01-99 default setting is 25seconds

Description: When transfer a call or somebody call in with OGM mode and dial a extension, then the system will ringing the called extension for the setting times .

☞This time must be more than the Call forward time .

1.10.3 No Answer Transfer Time

Format : 1 8 4 TT#

Explanation: TT=seconds 01-99 default setting is 20 seconds

Description: When one extension setting Call forwarding when Ext is busy or nobody available when the system call it ,after TT seconds it is not pick up, then the call will transfer to the setting extensions automatic.

☞ This time must be less than the transfer ringing time and internal call ringing time.

1.10.4 External Line Reservation Time

Format : 1 8 6 TT#

Explanation: TT = 01-99 reserved time is TT * 10 s

Description: Setting C.O. line reserved time when Ext. hold the call.

☞In default setting, TT=12, reserved time are 120s.

1.11 CID function Setting (For CS+424/432)

1.11.1 Add digits for intercom CID

Format: 1 8 0 #

Description: Disable add digits for intercom Caller ID, this is default setting.

Format: 1 8 0 kk #

Description: Add kk in intercom Caller ID number

☞Some CID telephone can't display the CID number less than 4 digits, so we must add more digits for intercom CID.

1.11.2 Internal CID mode(transmit mode) setting

Format: 1 8 1 0 # FSK mode

1 8 1 1 # DTMF mode **(Default setting)**

1 8 1 2 # FSK mode

1 8 1 3 # DTMF mode

1 8 1 4# Auto mode **(Default setting)**

1 8 1 5# always FSK&DTMF mode

☞ The system can auto select C.O. line CID mode. Sometimes if system can't display CID correctly and you know the CID mode, you can use 1812# or 1813# to set CID mode compulsively.

2 Operating instruction

2.1 C.O. line transfer to C.O. line

Description: Ext. N is talking with the C.O. line A, at this moment Ext. N holding this C.O. line A (pat the hook and input # #), then Ext .N can hear the internal dialing tone, now he can dial '9' to C.O. line C and use it to call desired number (at this moment if invalid operation or line is busy ,he can hang up and dial again) ,after Ext. N is talking with C.O. line C, Ext. N can operate the follows to make two function:

1. **3 party-Conferences (2C.O. line and 1 Exts)**: Ext. N pats the hook and input # * then communication amount Ext. N, C.O. line A and C.O. line C is established, the 3-party can talk, if Ext. N hang up, the C.O. line A and C.O. line C will be cut off, the talking will be ended.

2. **C.O. line transfer to C.O. line** : Ext. N pat the hook and input # 6 ,and Then communication amount Ext. N ,C.O. line A and C.O. line C is established ,The 3-party can talk ,but now Ext. N can hang up ,and C.O. line A can keep talking with C.O. line C; and system will indicate Ext. N with ringing 0.5 second one time every 20 seconds, pick up Ext. N can come to the three parts conference.

☞ After Ext. N hang up ,he can pick up to rejoin the 3-party talking ,this time when he hang up again, the C.O. line A and C.O. line C will be cut off ,the talking will be ended.

2.2 System transfer setting

This command can set the functions of call forwarding and call busy transfer for other extensions on programming extension.

- Clear all extensions call forwarding and call busy transfer

Format: off-hook + *#25# (direct dial-out mode)

- Clear all extensions call forwarding

Format: off-hook + *#26# (direct dial-out mode)

- Set no. N extension call forwarding

Format: off-hook + *#26N+extension number (direct dial-out mode)

- Clear no. N extension call forwarding

Format: off-hook + *#26N# (direct dial-out mode)

- Clear all extensions call busy transfer

Format: off-hook + *#27# (direct dial-out mode)

- Set no. N extension call busy transfer

Format: off-hook + *#27N+extension number (direct dial-out mode)

- Clear no. N extension call busy transfer

Format: off-hook + *#27N# (direct dial-out mode)

☞ N: Extension sequence No, N=01-32 (N=01 means Ext.601 ....N=32 means Ext.632)

2.3 Call Switch (call pick during conversation)

While an Ext. talking with a CO. line , an Ext. or a door phone, the other CO. line calling in or the other door phone call in and should ring this Ext., you will hear prompts beep tone(the beep for door phone calling and CO. line calling is different). Then you can:

Operation: for normal phone, Pat the hook (or press the FLASH button), then you will hear dial tone, press “# 9” to switch another Co. line, also you can switch to receive the

call from door phone. The first conversation now is be hold (for CO. line talking ,the holding time can be set in chapter 4, but for the conversion with door phone will be ended), when you talking with the second call, you also can Pat the hook and press # 9 to take back the first holding call.

Note:

1、 when there are some calling at the same time ,CO. line calling is the prior grade to be switch, and door phone calling is second , the Co. line hold is in the third grade.

2、 For key phone you should press transfer key instead of Pat the hook.

3、 Answer incoming waiting call by # 9 and take back the first one by # 9 again can be repeatable as long as the you like for CO. line, but for door phone you can only switch one time.

4、 The waiting incoming call beep(prompt beep) are different for the door phone call and the CO. line call ; The door phone calling prompt beep is two beep(du du), and the CO. line calling prompt beep is three brief beep(du du du)

2.4 Call waiting(R-Key function)

Format: Pat the hook (or press the FLASH button) dial # 8 while talking with C.O. line

Description: During communications between extension and C.O. line, use this command on extension as a flash action, as telephone' R key in CO line, this is always used for switching the call waiting.

☞ **This function must be applied from your telecom service provider before using.**

Appendix Ⅰ Intelligent routing select (LCR)

1. Intelligent Route select functions

Intelligent Route select functions (Automatic least-cost routing (LCR) function), this functions will allow you to use the new &cheap communications network. The system has one models to execute this function:

Manual-select the least-cost routing model: when the user dial out, the system will select the least-cost routing according to the outgoing access-code.

The system will make the trunk line to two types: (trunk line=C.O. line)

Normal trunk line (C.O. line): normal Telecom trunk line

Special trunk line: it means the communications network of New telecom carriers / VOIP / GSM / CDMA…..etc, which can offer the cheap rate for some international call, some domestic-long-distance-call.

2. Programming setting

The follows format should be in programming status:

Format: 0720#

Description: Routing function enable and the system In Manual-select the least-cost routing model

Format: 0721#

Description: Routing function disable, also cancel the system In Manual-select the least-cost routing model

Format: 0730#

Description: The system will go to the normal trunk line if the special trunk line is busy.

Format: 0731#

Description: Don’t allow the system use the normal trunk line if the special trunk line is busy.

Format: 0732#

Description: The system will go to the special trunk line if the normal trunk line is busy.

Format: 0733#

Description: Don't allow the system use the special trunk line if the normal trunk line is busy.

Format: 0740#

Description: allow the normal trunk line outgoing & incoming.

Format: 0741#

Description: Don't allow the normal trunk line outgoing.

Format: 0750#

Description: allow the special trunk line outgoing & incoming

Format: 0751#

Description: Don't allow the special trunk line outgoing.

3. Setting the trunk line to Normal trunk line / Special trunk line

Format: 0760#

Description: all trunk lines are set as the Normal trunk line

Format: 076M#

Description: The trunk lines NO.M is set as the Normal trunk line (M=01-16)

Format: 0770#

Description: all trunk lines are set as the Special trunk line

Format: 077M#

Description: The trunk lines NO.M is set as the Special trunk line

4. Setting outgoing access-code for Special trunk line

Format: 078K#

Description: In Manual-select the least-cost routing model, setting outgoing access-code K for Special trunk line.

Remark：1. K=1, 2…..8 (K can't be outgoing code 9 or 0)

2. K can't be same as the first digit of extension number

5. Operating instruction

1、Enable/Disable the CO. line

2、Setting the trunk lines to Normal trunk line / Special trunk line

3、Enable Routing function

4、In Manual-select the least-cost routing model, setting Outgoing access-code (K) for Special trunk line

then operating as follows:

In Manual-select the least-cost routing model

If the extension is in indirect dialing-out mode,

Use the Normal trunk line: Pick up the handset ⟶ Dialing 9 out ⟶ the calling number

Use the Special trunk line: Pick up the handset ⟶ Dialing K out ⟶ the calling number

If the extension is in direct dialing-out mode, Please note: you must input* to enter the intercom status

Use the Normal trunk line: Pick up the handset ⟶ the calling number

Use the Special trunk line: Pick up the handset ⟶ input * ⟶ Dialing K out ⟶ the calling number